



How Cisco Transformed Its Digital Workforce

There's Never Been a Better Time to Reimagine Our Business

Digital business transformation is bringing together physical and digital worlds to help companies:



Create new customer experiences



Develop innovative business models



Empower workforce innovations

At Cisco, we understand that our core strength is our people. We're creating a work environment that empowers them to be **productive, efficient, and satisfied**.

Let's take a closer look at the digital workforce transformation at Cisco:

Increase Employee Productivity

Spark Based Customer Service

Opened support cases include a Spark room:

- Real-time collaboration to resolve support calls
- Resources the customer needs to solve the problem fast



dCloud Based Demonstrations

Instant delivery of customer product demos

- **Over 200** cloud based demos
- Available to Cisco, partners, customers

Cisco Digital Ceiling

Personalize the workspace via the IP network:

- Adjust temperature, color, and intensity of light
- Save energy, make smarter facilities decisions
- Employees are **16% more productive**



Reduce Space and Operating Costs



Work When & Where Life Requires

Work from home or commute off-hours:

- Connect more securely with colleagues and content anywhere
- Optimize real estate expense
- Cisco saves **\$277 million/year**

Cisco Connected Workspace

Align every environment to work styles:

- Easily launch Cisco WebEx and TelePresence meetings
- Collaborate face to face around the globe
- Cisco saves **50% per person**



eStore

Get secure, self-service access for everything needed to work:

- Employee phone, laptop, collaboration
- Developer applications and cloud services
- Developer provisioning time drops from **8 weeks to 8 days**

Be a Great Place to Work

Cisco Employee Child Care Centers

Offer convenient on-campus child care:

- Science, gym, music, enrichment, and more
- Check in with live streaming video



Scoop Employee Rideshare

Set up a ride to work on an automated mobile carpool app:

- Find co-workers and neighbors with similar commutes
- Save time and money—while helping the environment
- Save **25-100% of commute costs**

Electrical Vehicle Charging

Find on-campus charging through mobile app:

- Over 220 charging stations across 5 countries
- 800 cars per day charged
- **360 Tons CO²** Saved Jan-May 2016



What Happens When You Empower a Digital Workforce?



Boost Employee Productivity

Respond to Customers Faster
Reimagine Value



Reduce Space and Operating Costs for Efficiency

Improve Shareholder Return



Improve Employee Satisfaction

Increase Wellbeing and Employee Engagement
Reimagine Work

To learn more, visit www.cisco.com/go/digital
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